

What is claimed is:

1. A method of accessing a first computing device from a second computing device comprising:

5 connecting to a first computing device from a second computing device using a communication protocol; and

controlling one of the first computing device and the second computing device from the other of the first computing device and the second computing device in a reversible connection.

10 2. The method of claim 1, further comprising receiving an instruction to reverse the connection and using the one computing device to control the other computing device.

3. The method of claim 1, wherein connecting to the first computing device comprises:

15 sending a connection request from the first computing device to the second computing device;

receiving the connection request at the second computing device; and

establishing a connection between the first and second computing devices responsive to the connection request.

20 4. The method of claim 1, further comprising authenticating the first computing device.

5. The method of claim 1, further comprising entering one of a listening mode and a control mode at the first computing device and entering the other of the listening mode and the control mode at the second computing device.

6. The method of claim 5, further comprising toggling from the listening mode to the control mode at one of the first computing device and the second computing device, and toggling from the control mode to the listening mode at the other of the first computing device and the second computing device.

7. The method of claim 5, further comprising reversibly toggling the first computing

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device between the listening mode and the control mode and reversibly toggling the second computing device between the listening mode and the control mode.

8. The method of claim 5, further comprising requesting permission from one of the computing devices to the other of the computing devices to toggle from one of the listening mode and the control mode to the other mode.

9. The method of claim 1, wherein controlling one of the first computing device and the second computing device using the other of the first computing device and the second computing device comprises receiving an input at the other computing device and sending the input to the one device, the one device processing the input.

10. The method of claim 1, further comprising releasing control responsive to an input received at one of the first computing device and the second computing device.

11. The method of claim 1, wherein connecting to the first computing device using the second computing device is responsive to one of a help request, a training session initiation, and a network administration task.

12. The method of claim 1, wherein connecting to the first computing device comprises:  
determining if the communication protocol is one of a predetermined plurality of protocols; and  
if the communication protocol is one of the predetermined plurality of protocols, using the communication protocol in establishing the reversible connection between the first computing device and the second computing device.

13. A system for accessing a first computing device from a second computing device comprising:

a communications network for two-way communication between the first computing device and the second computing device using a communication protocol; and

a reversible controller which allows control of one of the first computing

device and second computing device, using the other of the first computing device and second computing device.

14. The system of claim 13, wherein the connection is a reversible connection.

15. The system of claim 13, further comprising a transmitter for sending an instruction to one of the first computing device and second computing device, from the other of the first computing device and second computing device.

16. The system of claim 15, further comprising a receiver adapted to receive the instruction sent to the one of the first computing device and second computing device, from the other of the first computing device and second computing device.

17. The system of claim 15, wherein the communications network is capable of establishing a connection between the first and second computing devices responsive to the received instruction.

18. The system of claim 15, wherein the controller controls the one of the first computing device and second computing device, by the other of the first computing device and second computing device responsive to the received instruction.

19. The system of claim 13, wherein the first computing device and the second computing device each comprise a listening mode and a control mode, and one of the first computing device and second computing device enters into one of the listening or control modes and the other of the first computing device and second computing device enters into the other of the listening or control modes.

20. The system of claim 13, wherein the one of the first computing device and the second computing device is reversibly toggleable between a listening and a control mode and the other of the first computing device and second computing device enters into the other of the listening or control modes.

21. The system of claim 20, wherein the controller toggles from the listening to the control mode at the one of the computing devices and from control mode to the listening mode at the other of the computing devices.

5 22. The system of claim 13, further comprising a protocol generator that determines if the communication protocol used to connect the first computing device to a second computing device is one of a predetermined plurality of protocols, and if the communication protocol is not one of the predetermined plurality of protocols, one of  
10 retrieves and generates an additional protocol and uses the additional protocol in establishing the reversible connection between the first computing device and the second computing device.

15 23. The system of claim 22, further comprising an element extractor that extracts at least one element from the communication protocol, the additional protocol based on the at least one element.

24. A computer-readable-medium having computer-executable instructions for performing acts comprising:  
connecting to a first computing device using a second computing device  
20 using a communication protocol; and  
controlling one of the first computing device and the second computing device using the other of the first computing device and the second computing device in a reversible connection.

25 25. The computer-readable-medium of claim 24, having further computer-executable instructions for receiving an instruction to reverse the connection and for using the one computing device to control the other computing device.

30 26. The computer-readable-medium of claim 24, having further computer-executable instructions for performing acts comprising:  
sending a connection request from the first computing device to the second computing device;

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receiving the connection request at the second computing device; and  
establishing a connection between the first and second computing devices  
responsive to the connection request.

5 27. The computer-readable-medium of claim 24, having further computer-executable  
instructions for authenticating at least one of the first computing device and the second  
computing device.

10 28. The computer-readable-medium of claim 24, having further computer-executable  
instructions for entering one of a listening mode and a control mode at the first computing  
device and entering the other of the listening mode and the control mode at the second  
computing device.

15 29. The computer-readable-medium of claim 28, having further computer-executable  
instructions for toggling from the listening mode to the control mode at one of the first  
computing device and the second computing device, and toggling from the control mode  
to the listening mode at the other computing device.

20 30. The computer-readable-medium of claim 24, having further computer-executable  
instructions for reversibly toggling the first computing device between a listening mode  
and a control mode and reversibly toggling the second computing device between the  
control mode and the listening mode.

25 31. The computer-readable-medium of claim 24, having further computer-executable  
instructions for requesting permission from one of the computing devices to the other of  
the computing devices to toggle from one of the listening mode and the control mode to  
the other mode.

30 32. The computer-readable-medium of claim 24, having further computer-executable  
instructions for controlling one of the first computing device and the second computing  
device using the other computing device comprising performing the acts of:

receiving an input at the other computing device;

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sending the input to the one device; and  
processing the input at the one device.

33. The computer-readable-medium of claim 24, having further computer-executable  
5 instructions for releasing control responsive to an input received at one of the first  
computing device and the second computing device.

34. The computer-readable-medium of claim 24, having further computer-executable  
instructions for connecting to the first computing device using the second computing  
10 device, responsive to an instruction comprising one of a help request, a training session  
initiation, and a network administration task.

35. The computer-readable-medium of claim 24, having further computer-executable  
instructions for connecting to the first computing device comprising performing the acts  
15 of:

determining whether the communication protocol is one of a predetermined  
pluralities of protocols; and

if the communication protocol is one of the predetermined plurality of  
protocols, using the communication protocol in establishing the reversible connection  
20 between the first computing device and the second computing device.